



Health & Care Volunteer training Frequently Asked Questions (FAQ)

The training

Q. Who is this training aimed at?

A. The training has been developed for anyone who volunteers within health and care. This could be within a hospital setting, the community, or in someone's home.

Q. How many modules have been developed?

A. There are five modules in total covering the following topics:

- Factors that affect health
- Health inequalities
- Preparing for contact
- Support Needs
- Supporting yourself and others

Q. How will the modules be helpful to volunteers?

There are millions of people across the UK who are being supported by volunteers to wait well, get well, recover well, and live well. These modules have been developed to support those who are volunteering in health and care, in hospitals, the community and at home. They will provide volunteers with an introduction to key topic areas to pique their interest and direct them to where they can learn more, access additional resources and to continue their development.

Volunteers engage with diverse individuals within their communities and every person supported will be different. During their interactions there may be opportunities to encourage a behaviour change, signpost to local services or help prepare for an upcoming procedure. These modules aim to equip



volunteers with some helpful knowledge and information that they may be able to use in their roles.

Q. How has the content been produced?

A. The content has been co-produced at all stages with volunteers, volunteer managers and voluntary organisations.

Q. Do the modules comply with accessibility guidelines?

A. Yes, all the modules have followed accessibility guidelines.

Q. How long is each module?

A. Each module should take between 15 and 20 minutes to complete.

Q. Should I encourage volunteers to complete all the modules in one go?

A. We would recommend that the modules are completed over a period of time rather than all in one go in order to support the learner to take on board and digest the information. Each module is about 20 minutes long and would suggest volunteers complete no more than two modules in one sitting. Once they have completed a module they can go back into it as many times as they like in order to refresh their knowledge.

Q. How does the training fit with the Health Education England training for volunteers? Why should a volunteer complete this training?

A. There is some overlap with the e-learning that volunteers may complete as part of the national volunteering certificate. This is mainly around the topics of communication skills and risk assessments. These are very important topics and there is benefit in volunteers reviewing them.

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The majority of the content covered in the modules is not covered elsewhere and this training has been developed with volunteers and understanding more about what they would find useful.

This training focusses on tips, practical examples and scenarios in order to support volunteers in their role and to understand more about the challenges those they are volunteering with may face.

Q. Can volunteers get a certificate once the modules have been completed?

A. If volunteers access and complete the modules via the Tribe website then they will receive a certificate at the end. This is because they have their own log in to the website and it can track that they have completed all 5 modules.

If the modules are embedded into your own learning system / platform then whether or not volunteers will be able to get a certificate will depend on the settings within your system.

Q. What is the unique selling point of this training?

A: The training is about making conversations go further. A volunteer may be the only person someone has seen that day or week and have such a great opportunity to make their contact count. Volunteers told us that they wanted hints and tips to help them understand the needs of an individual to help transform someone's health and wellbeing.

Q. Is the training available in Welsh?

A: At the moment it isn't. We are having conversations with colleagues in Wales and this future development is planned.

Q. What should I do if I spot an error in the training modules or have any feedback?

A. Any feedback would be gratefully received. Please email it to Sara Miles at Helpforce at sm@helpforce.community

How to access the training

Q. How can I access the modules?

A. There are a number of different ways to access the modules, depending on what works best for your organisation:

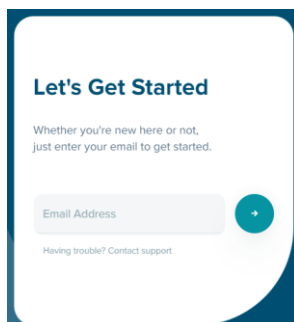
- If your organisation has a learning management system, then we can provide you with the modules to upload to your system. This will allow you to personalise content to your organisation and create a narrative about why volunteers in your organisation should complete the modules.
- You can access modules directly from Tribe's website - <https://tribeproject.org/courses>. You will see the Helpforce logo and the modules called 'Volunteering in Health & Care'.

There are many other training modules available on Tribe's website and would encourage volunteers to look for other training relevant to their role.

Please speak with us if you are unsure about the best option for you.

Q. How can I access the content on the Tribe website?

A. You will need to create an account on the website which you can do by going to <https://tribeproject.org/join>. Click on start now and then you will see the box below and be able to enter your email address.



The image shows a registration form titled "Let's Get Started". The text reads: "Whether you're new here or not, just enter your email to get started." Below this is a text input field labeled "Email Address" with a green circular button containing a white plus sign to its right. At the bottom of the form, it says "Having trouble? Contact support".

This will then give you access to these modules and all the other modules that are available on the Tribe website.

Q. Can I access the modules on my mobile phone?

A. Yes, the modules can be viewed on computers, tablets or mobile phones and the user should have the same experience and see all the same content.

Q. What is the best way to view the material?

A. The modules are optimised for viewing on a mobile device however can also be viewed on a laptop, desktop computer or tablet.

Q. How do I turn on audio guidance on the Tribe website?

There are two ways to use the audio feature:

1. You can listen page by page by turning on the guidance - see picture below for how to do this



Volunteering In Health And Care ⊕

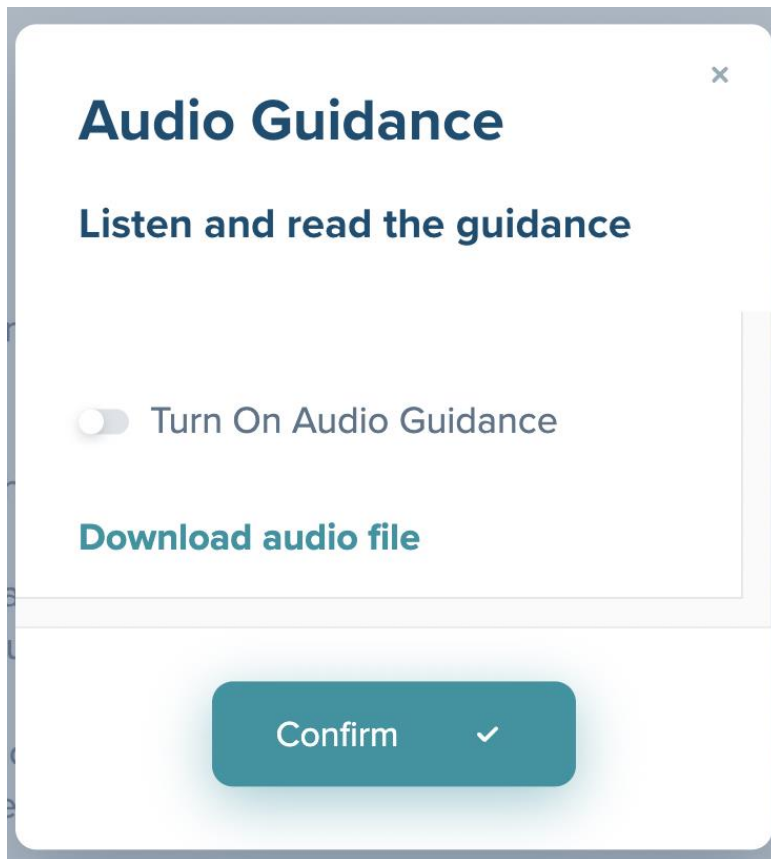
Factors Affecting Health

By the end of this module, you will be able to:

1. Describe the factors that contribute to living well
2. Describe how to tackle isolation and stay connected

Click here

2. You can download the audio to listen to it like a podcast – see picture below for hoe to do this.



About us

Q. Who are Helpforce?

A. We are the charity with a mission to accelerate the growth and impact of volunteering in health and care.

With our on-going Back to Health campaign, we aim to work with 100 health and social care organisations to create high-impact volunteering opportunities that help one million people get back to health by 2025.

Q. Who are Skills for Care?

A. Skills for Care are the strategic workforce development and planning body for adult social care in England. They work with employers, Government and

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partners to ensure social care has the right people, skills and support required to deliver the highest quality care and support now and in the future.

Q. Who are Tribe?

A. The mission of Tribe is to increase social action, improving the quality of life for millions of people. They are working with national and local partners to intelligently map, develop and connect people, places and things online to help to strengthen our ability to connect with and support one another to live well offline.